

News from HIPAA & Medicaid

A bulletin for health-care providers

AN IMPORTANT MESSAGE FOR THE BILLING STAFF OF HEALTH-CARE PROVIDERS:

DUAL SUPPORT IS ENDING: HERE ARE THE DEADLINES

OLYMPIA, Wash. – Although federal rulemakers anticipated complete compliance with the transactions and coding changes required by the Health Insurance Portability and Accountability Act (HIPAA) on October 2003, most providers and payers across the country were simply not ready. In Washington, the Medical Assistance Administration (MAA) recognized that fact early on and took the lead in declaring its intention to provide “dual support.” This meant that providers who were not yet HIPAA compliant could continue to file their Medicaid claims and receive the reimbursement they were due. Other states and ultimately the federal government came to the same conclusion and followed Washington’s example.

**MAA-HIPAA
Bulletin No. 15
January 2x, 2005**

DUAL SUPPORT TO END: Over the months since then, MAA and its providers have been moving forward diligently to complete implementation of the federally mandated changes. The time has now come to set deadlines to end dual support and complete the changeover anticipated by HIPAA. As a result, MAA is announcing cut-over dates for compliance for different categories of claims filers. *(The table below lists those deadlines as well as the dates when MAA outreach efforts were initiated in those categories. Those outreach efforts included direct call campaigns, sending messages and announcements out via our ListServ, postcards, letters, Medicaid bulletins, and Remittance Advice enclosures in addition to posting updates on the MAA/HIPAA Internet site.)*

Non-compliant process	Outreach Initiated	Cut-over date
National Standard Format (NSF)	07/26/2004	02/01/2005
Direct Data Entry Professional Claims (DDE)	08/10/ 2004	02/01/2005
Electronic Professional Claim Submission (ECS)	09/01/2004	02/01/2005
Medical Assistance Claims Network (MACNet)	08/01/2004	03/01/2005
Direct Data Entry Dental & Institutional Claims (DDE)	08/10/2004	04/01/2005
Electronic Dental Claim Submission (ECS)	09/01/2004	04/01/2005
Tape Submissions	09/03/2004	04/01/2005
Managed Care Health Plans	01/01/2004	04/01/2005
Electronic Legacy Remittance Advices	11/15/2004	04/01/2005

TAKE COMPLIANCE STEPS NOW: Please identify the non-compliant business processes listed above that apply to you and take steps now to ensure that you are ready to transition to the HIPAA compliant process by the cut-over date. If you need assistance with the transition or if you are concerned about meeting the HIPAA compliance cut-over date, please contact the MAA/HIPAA E-Help Desk at **1-800-5625-6188 (Ext. 4)** or via e-mail at hipaae-help@dshs.wa.gov *(More help is on Page 2.)*

WAMedWeb ON-LINE TUTORIAL: Medicaid providers who have enrolled with MAA as Trading Partners can take advantage of the new WAMedWeb On-Line Tutorial e-learning site. Visit the MAA HIPAA Internet Site at <http://fortress.wa.gov/dshs/maa/dshshipaa/trainingreg.htm> and click on the WAMedWeb Tutorial Link to check it out! Additional modules of instruction will be added to the tutorial as the corresponding HIPAA transactions are implemented. If you are unable to view the tutorial on-line and would like to request a compact disk or if you have any questions, please contact the HIPAA E-Help Desk at **1-800-5625-6188 (Ext. 4)**.

THE MAA/HIPAA PROJECT WRAP-UP: As the MAA/HIPAA Team moves closer to the end of the project, we have begun our transition planning and implementations. Effective April 1, 2005, a number of our HIPAA team members will be leaving the project. Although MAA will continue to support your transition to compliance needs, there will be fewer specialized HIPAA resources to assist you and the MAA business units that you may have worked with earlier. This makes it even more important that non-compliant providers turn their billing shops' attention to the HIPAA cut-over dates as soon as possible. MAA strongly recommends that you take advantage of the HIPAA support resources that are available to you now rather than waiting until the project team is disbanded.

NOT ENROLLED YET? The first step to compliance is getting your shop enrolled with the Medicaid Management Information System (MMIS) vendor. Medicaid providers who would like to access the [WAMedWeb](#) application can enroll now by contacting ACS EDI Gateway toll-free at (800) 833-2051 or by visiting the Web site at <https://wamedweb.acs-inc.com/wa/general/home.do>

HIPAA HELP (Save these contacts):

- **Affiliated Computer Services (ACS)** hot line for technical testing questions on software or ACS EDI Gateway, Inc. 1-800-833-2051
- **DSHS HIPAA Web Site** for free software and HIPAA-compliance information: <http://maa.dshs.wa.gov/dshshipaa>
- **Federal HIPAA compliance site**, with practical advice for providers and the answers to frequently-asked questions (FAQ): <http://www.cms.gov/hipaa>
- **Executive summary of MAA's HIPAA compliance plan:** http://maa.dshs.wa.gov/dshshipaa/attachments/pdf/HIPAAExecSummary_012804.pdf
- **ACS EDI Gateway, Inc.:** http://www.acs-gcro.com/Medicaid_Accounts/medicaid_accounts.htm
- **POS:** Email provider.relations@acs-inc.com or call 1-800-365-4944 to get in contact with customer service representatives and set up testing. Information is also available on the ACS Web site at: <http://www.acspbhipaa.com>

HUMAN CONTACT:

Special POS Support: Randy Stamp (randy.stamp@acs-inc.com)
Bob Burlingame, HIPAA Testing Coordinator, 360-725-1256 (burlib@dshs.wa.gov)
Chris Nguyen, HIPAA E-Help Desk Supervisor, 360-725-1147 (nguyect@dshs.wa.gov)
Becky Boutilier, HIPAA Communications Manager, 360-725-2129 (boutibm@dshs.wa.gov)
Jim Stevenson, MAA Communications Director, 360-725-1915 (stevej2@dshs.wa.gov)

HELP A COLLEAGUE:

PASS THIS BULLETIN ON TO OTHER WASHINGTON STATE PROVIDERS, BILLING OFFICES OR CLINICS.

SUBSCRIBE TO MAA BULLETINS BY E-MAIL: MAA provides updates on HIPAA issues as well as general claims-filing information and periodic alerts about new billing instructions and

provider memos. You can subscribe to these e-mail notices by sending your e-mail address to stevejh2@dshs.wa.gov